

2005 Navy FFSC Customer Survey

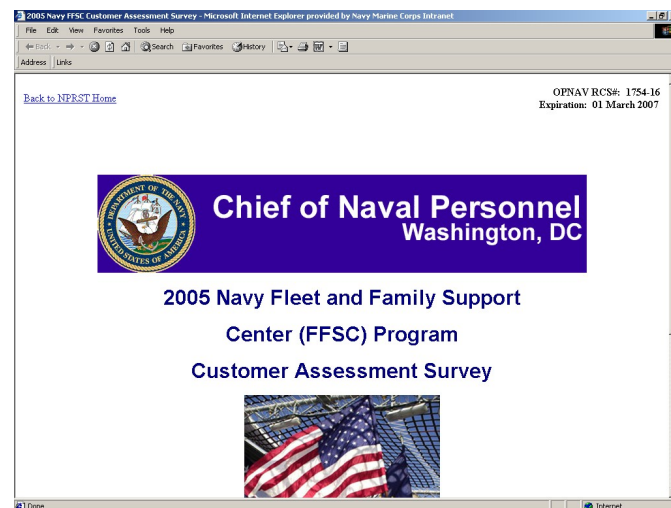
Background: Fleet and Family Support Center (FFSC) Survey

- New project:
 - 2005 FFSC Customer Assessment Survey parallels MWR Customer Assessment Survey
 - First scientific Navy-wide survey to assess these issues throughout the Fleet, including users and non-users
 - As with MWR Survey, execution of FFSC programs has moved to CNI, but policy and oversight remain in NPC (PERS-61)
 - » Survey will help PERS-61 to evaluate program execution and delivery

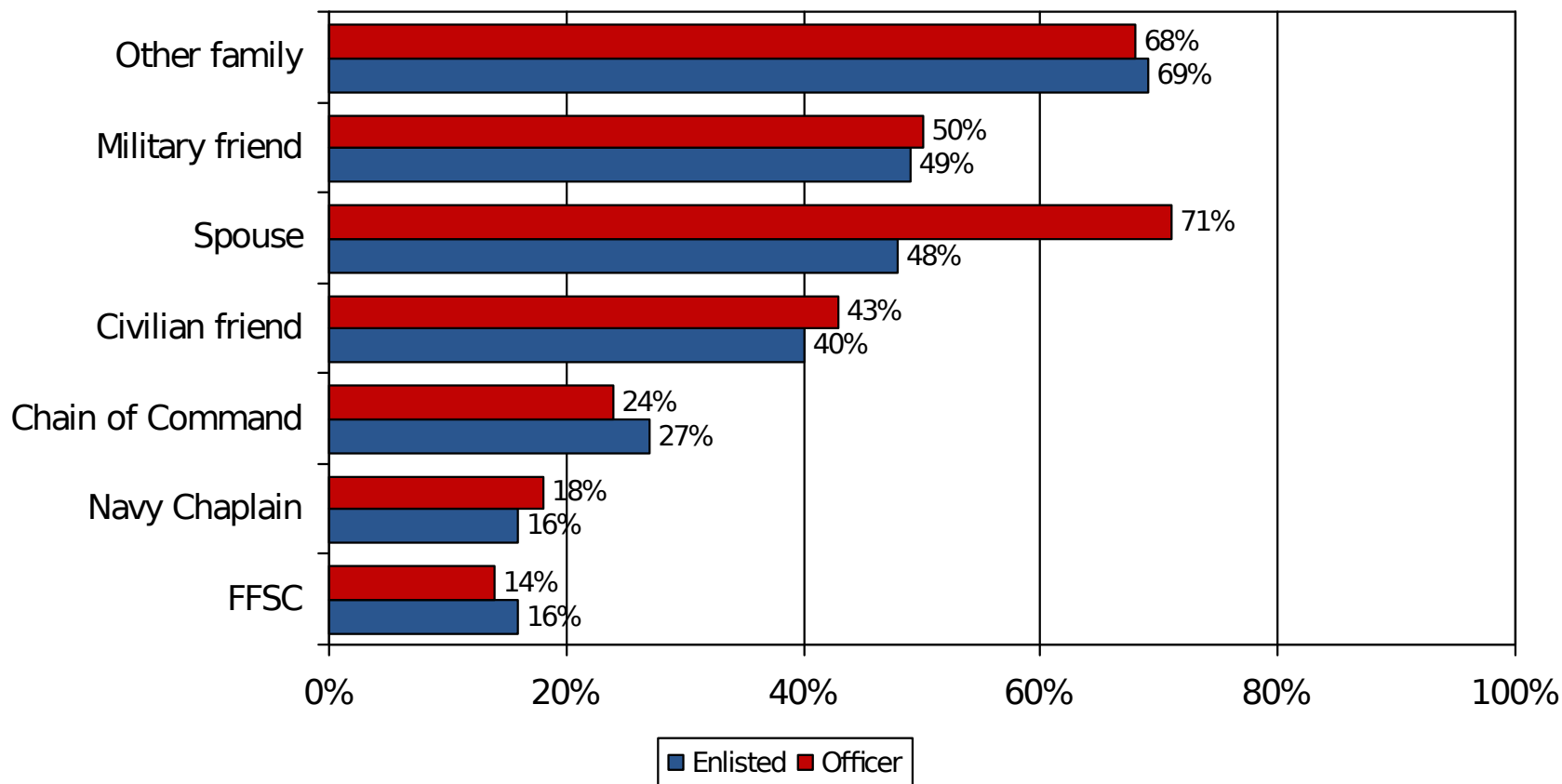


Survey Administration

- Selected a stratified random sample of active duty Navy officers and enlisted
- Notification letter sent with website address and password; 2 reminder letters sent
- Primary Random Number (PRN) sampling used to avoid overlap with NPS and MWR survey samples
- Survey administration period:
 - May 3 – June 28, 2005
- Sample Size:
 - 17,484
- Surveys returned:
 - 3,082 Total
 - » 2,966 “Usable surveys”
- Response rate:
 - 18% for entire sample
 - 29% estimated for E-4 and Above



Primary Sources of Help

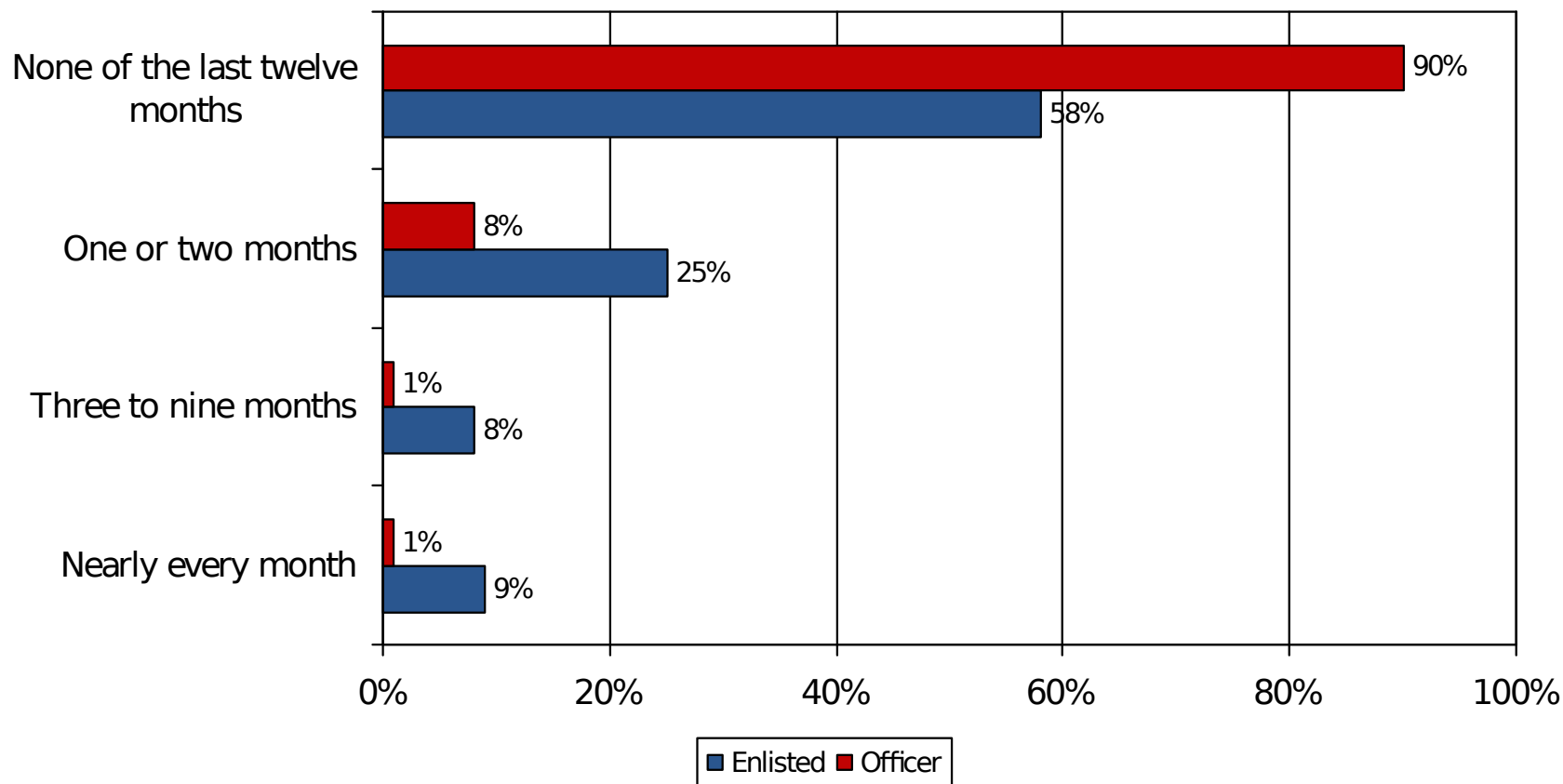


Background Section

Who are you likely to turn to for help with a personal or family problem? (Mark ALL that apply.)



Difficulty Paying Bills

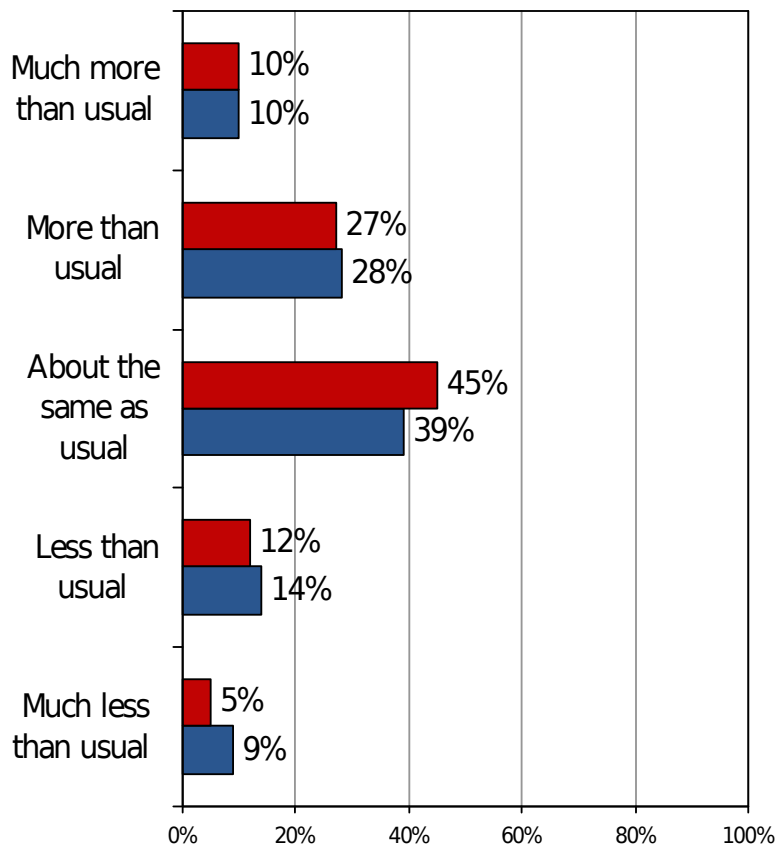


Background Section

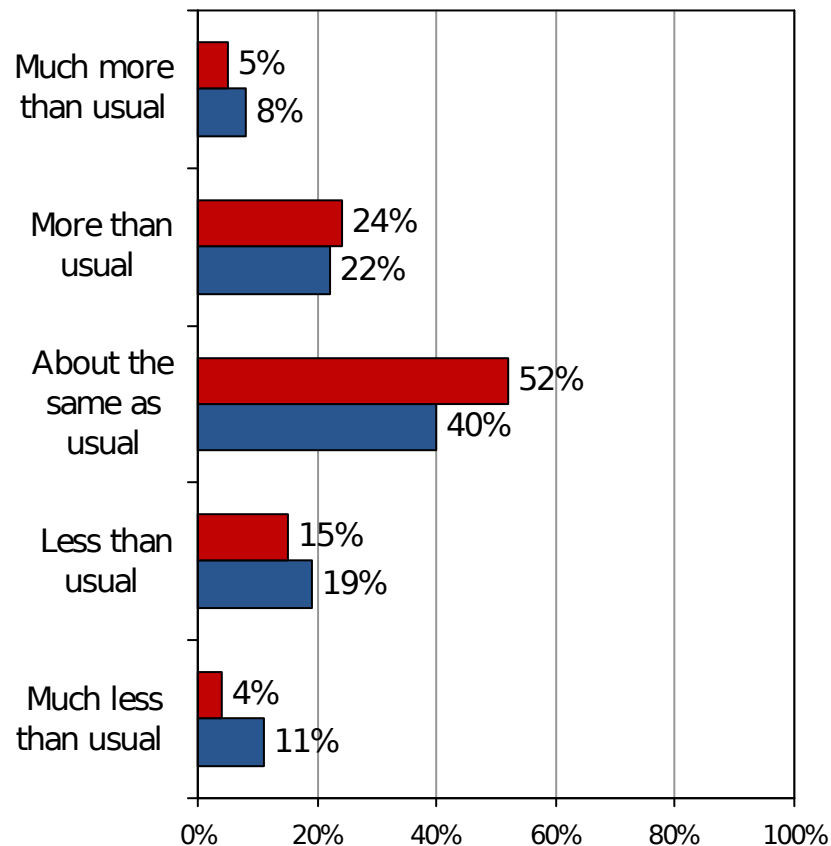
In the last 12 months, how many months have you found it difficult to pay your bills?

Stress

Work Life



Personal Life



■ Enlisted ■ Officer

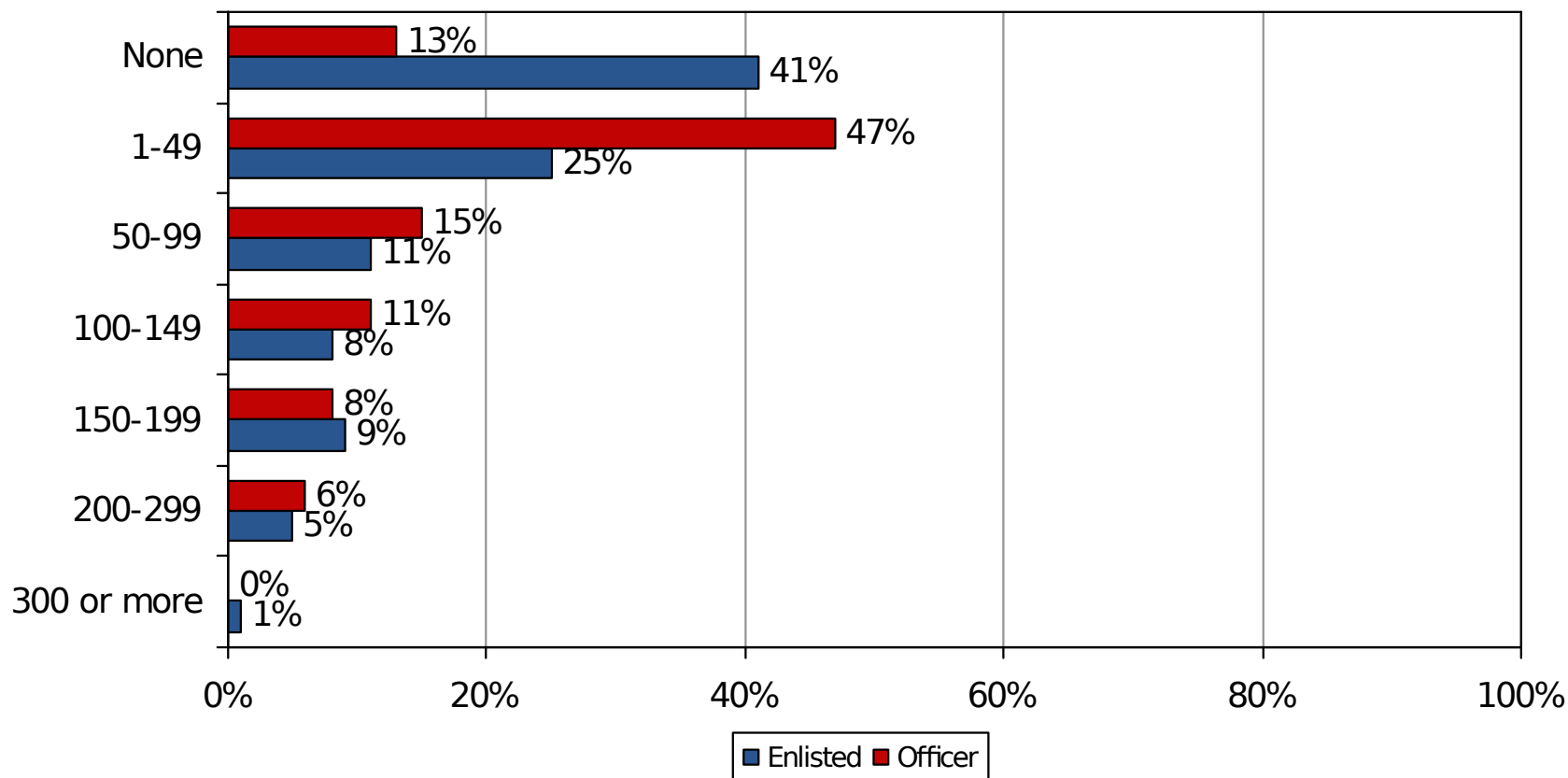
■ Enlisted ■ Officer

Background Section

Overall, how would you rate the current level of stress in your. . .

Tempo

Number of Nights away from Permanent Duty Station



Tempo Section

In the past 12 months, how many nights have you been away from your permanent duty station because of your Navy duties?

Concerns While Away – Top Tier

Percent “Very large extent”/ “Large extent”

	Enlisted 2005	DMDC Enlisted Nov 2003	Officer 2005	DMDC Officer Nov 2003
Family’s ability to contact you	37%	41%	16%	23%
Your ability to communicate with family	34%	41%	14%	22%
Serious health or emotional problems of family member	31%	32%	11%	17%
My spouse’s/girlfriend’s pregnancy *	30%	13%	12%	7%
Child’s education	28%	27%	20%	20%
Child care arrangements	28%	26%	10%	13%
Safety of family in the community	26%	28%	9%	11%
Death of family member	26%	15%	8%	7%

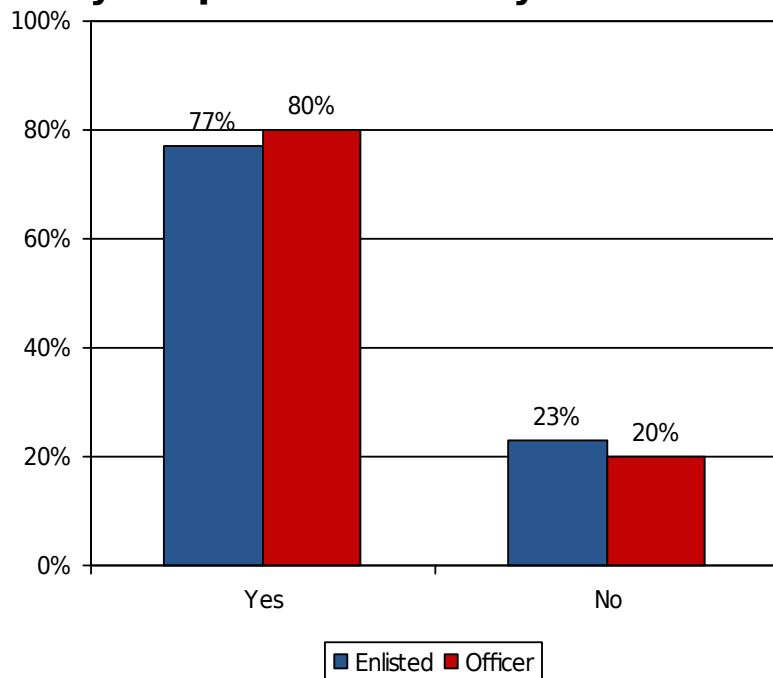
Tempo Section

While you were away during the past 12 months, to what extent were the following a concern?

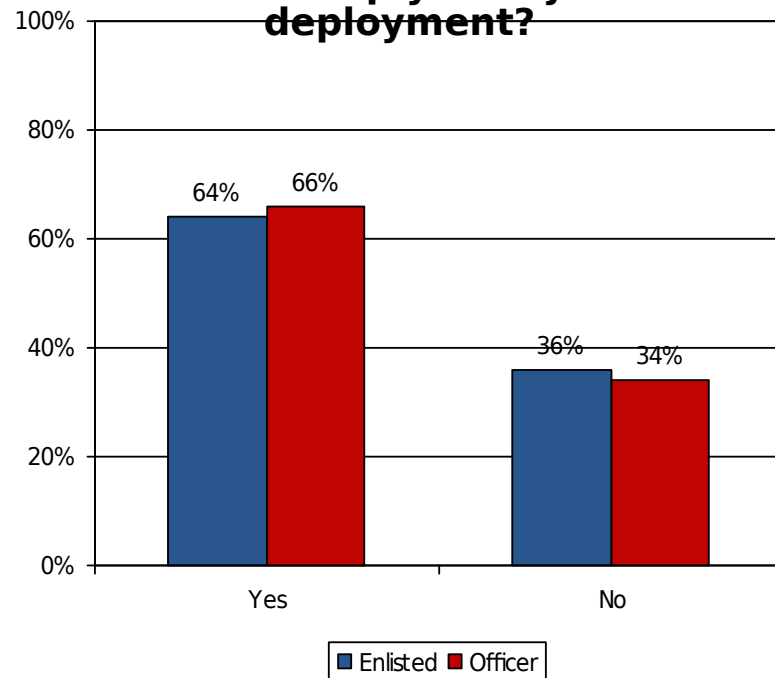
Deployment

36% of enlisted and 27% of officers deployed in the last 12 months

Did you receive support services before deploying from your permanent duty station?



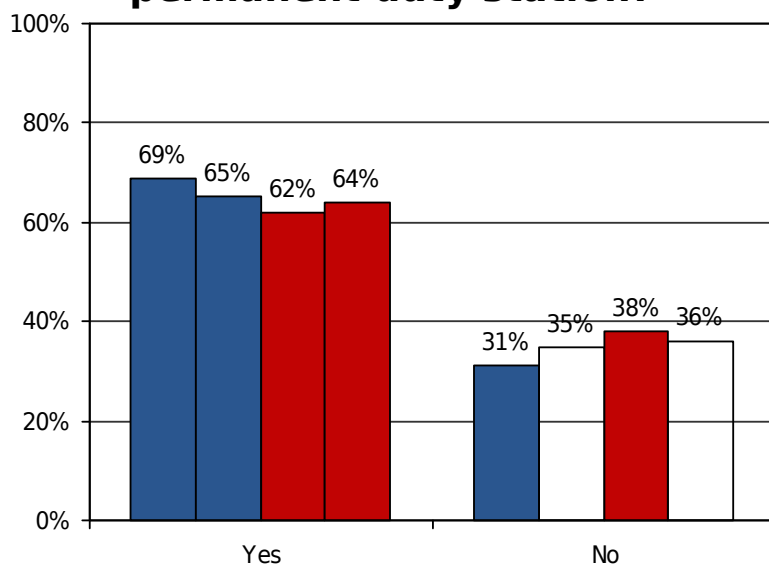
If you received support services before deploying, did the support services help you adjust to deployment?



Deployment

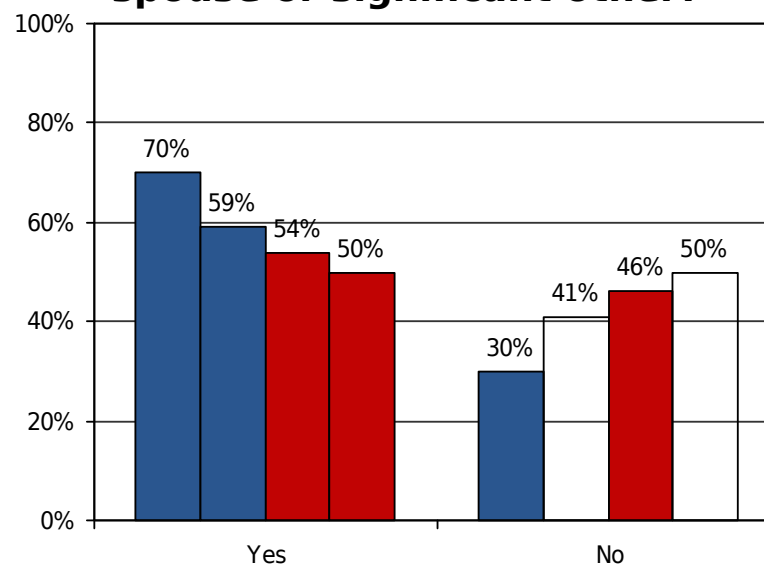
67% of enlisted and 56% of officers who deployed received support services prior to or after returning from deployment

Did the support services help you adjust to returning to your permanent duty station?



■ Enlisted ■ DMDC Enlisted Apr 2004 ■ Officer ■ DMDC Officer Apr 2004

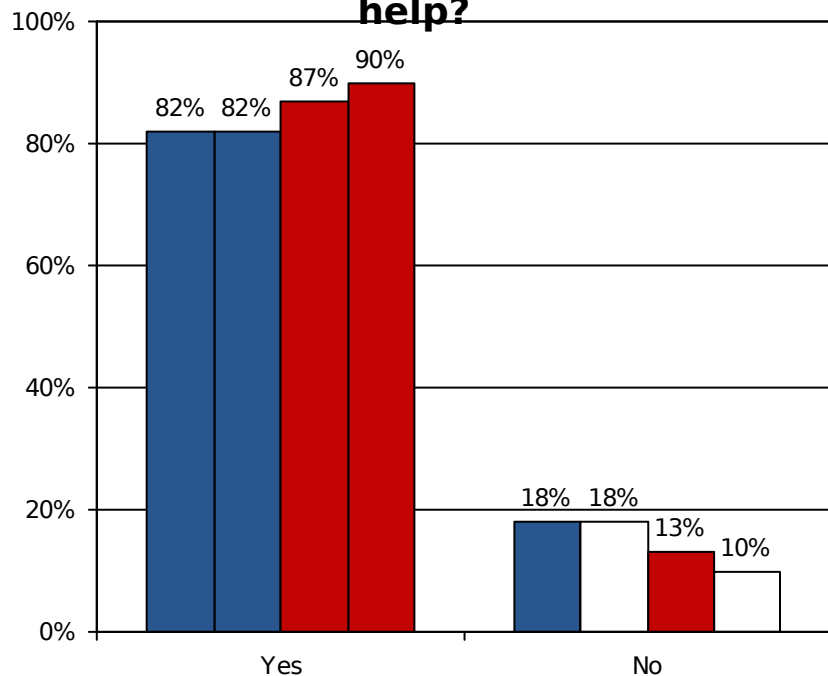
Did the support services help you adjust to returning to your spouse or significant other?



■ Enlisted ■ DMDC Enlisted Apr 2004 ■ Officer ■ DMDC Officer Apr 2004

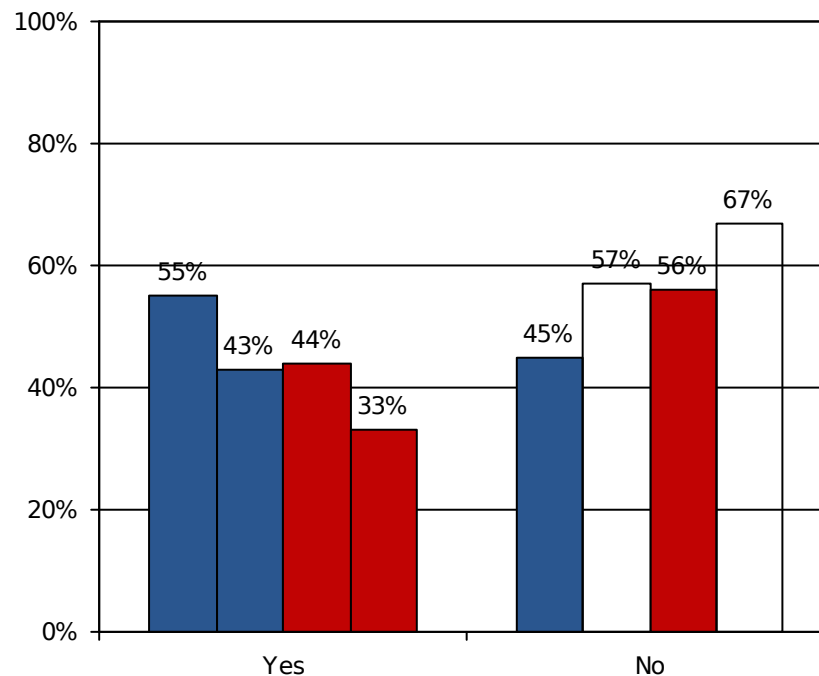
Deployment

If you begin to experience difficulty adjusting to returning to your permanent duty station and/or family life, do you know where to go for help?



■ Enlisted ■ DMDC Enlisted Nov 2003 ■ Officer ■ DMDC Officer Nov 2003

Would private or family counseling beyond what TRICARE offers be useful to you or your family?



■ Enlisted ■ DMDC Enlisted Nov 2003 ■ Officer ■ DMDC Officer Nov 2003

Problems During Most Recent PCS Move

Percent "Very large extent"/ "Large extent"				
	Enlisted 2005	DMDC Enlisted Nov 2003	Officer 2005	DMDC Officer Nov 2003
Affordable housing	39%	—	35%	—
Decrease in spouse income*	33%	29%	22%	20%
Spouse employment	32%	30%	28%	25%
Availability of child care	31%	23%	16%	11%
Availability of housing	29%	—	26%	—
Damaged goods claims	25%	—	24%	—
Child/Children changing school†	25%	22%	27%	11%
Obtaining certification for spouse's employment	18%	14%	14%	11%
Tracking where household goods are	17%	—	14%	—
Spouse changing schools	15%	11%	9%	5%

PCS Moves Section: For your most recent PCS move, to what extent were the following a concern?

*DMDC question asked about "Loss or decrease of spouse income". †DMDC question asked about "Dependents changing schools".

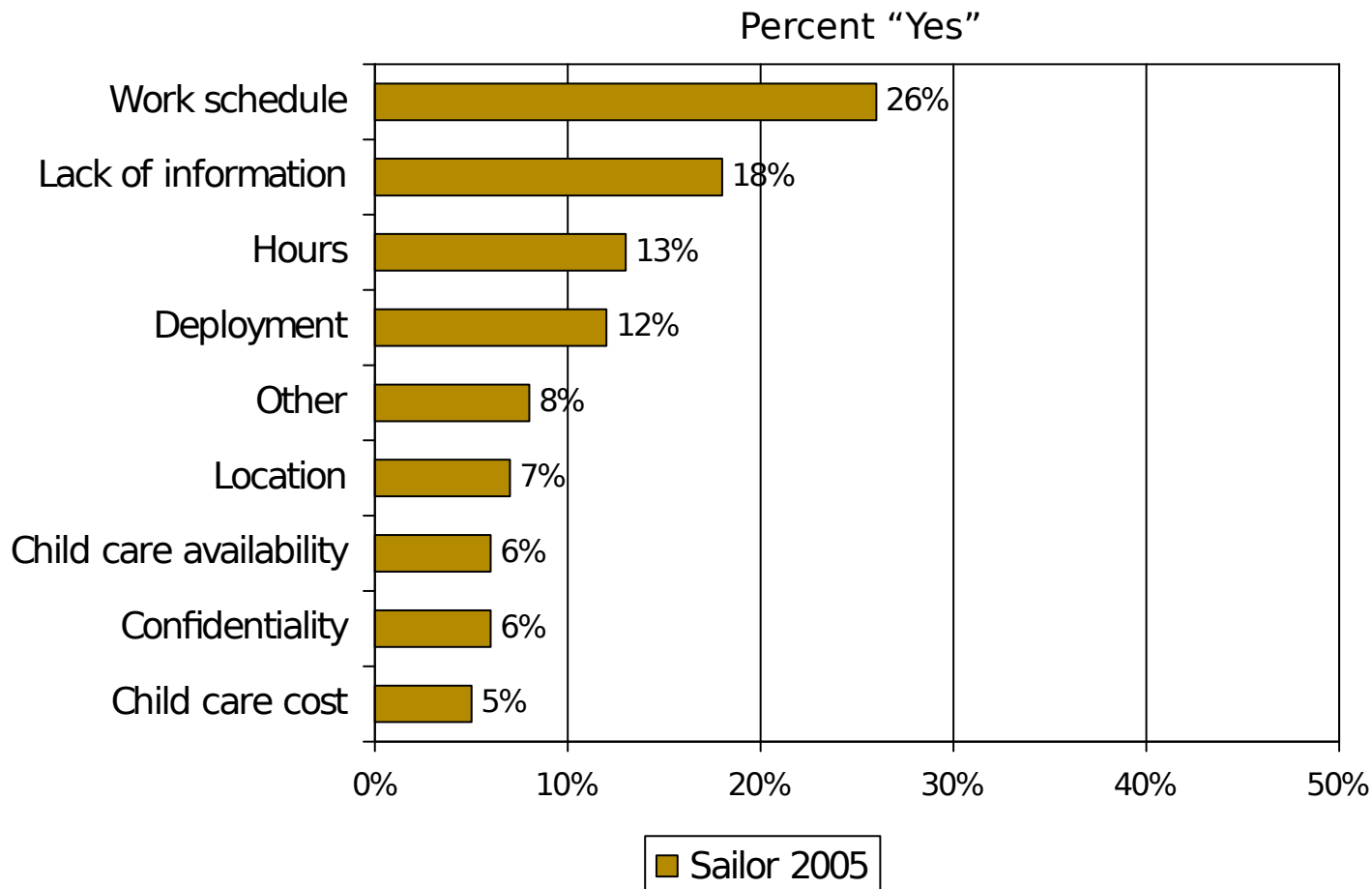


Importance, Use, and Satisfaction with FFSC Programs: All Respondents

Most Important		Most Used		Most Satisfying	
Sailor 2005		Sailor 2005		Sailor 2005*	
Transition Assistance Program	66 %	Information and Referral	24 %	Transition Assistance Program	81 %
Relocation Assistance	63 %	Personal Financial Management Program	20 %	Personal Financial Management Program	78 %
Information and Referral	61 %	Relocation Assistance	18 %	New Parents Support	77 %
Personal Financial Management Program	57 %	Deployment Support	17 %	Ombudsman	75 %
Spouse Employment Assistance Program	57 %	Transition Assistance Program	14 %	Life Skills Education	75 %
Deployment Support	57 %	Ombudsman	14 %	Information and Referral	74 %
Life Skills Education	53 %	Life Skills Education	13 %	Sexual Assault Victim Intervention	73 %
Importance of Navy FFSC Programs Section For each item listed, rate its importance to you.		Use of Navy FFSC Programs Section Indicate how often you and/or your family members have used the Navy services listed below in the last 12 months.		Satisfaction with FFSC Programs Section Indicate your satisfaction with each Navy service listed below. *NOTE: Only program users included.	



Hindrances to Use of or Access to FFSC Programs



Use of Navy FFSC Programs Section

Did any of the following obstacles hinder your use of, or access to, FFSC programs? (Mark ALL that apply.)

Quality Ratings of Navy FFSC: Enlisted & Officer

	Enlisted 2005	Officer 2005
How would you rate Navy FFSC facilities?		
Better than expected	42%	31%
As expected	51%	63%
Worse than expected	8%	6%
How would you rate Navy FFSC services?		
Better than expected	47%	36%
As expected	45%	58%
Worse than expected	8%	7%
How would you rate Navy FFSC customer service?		
Better than expected	46%	37%
As expected	43%	56%
Worse than expected	11%	7%
Quality of Navy FFSC Programs Section		



Overall Satisfaction with FFSC

Percent "Agree"/"Strongly Agree"		
	Enlisted 2005	Officer 2005
I am satisfied with the Navy's FFSC facilities.	66%	64%
I am satisfied with the Navy's FFSC services.	65%	65%
I will continue to use the Navy's FFSC services.	68%	66%
I would recommend the Navy's FFSC services to others.	74%	78%
Navy FFSC improves the quality of life for me.	57%	53%
Navy FFSC improves the quality of life for my family.	55%	51%
Satisfaction with Navy FFSC Section		



FFSC Contributions to Outcomes: Enlisted & Officer

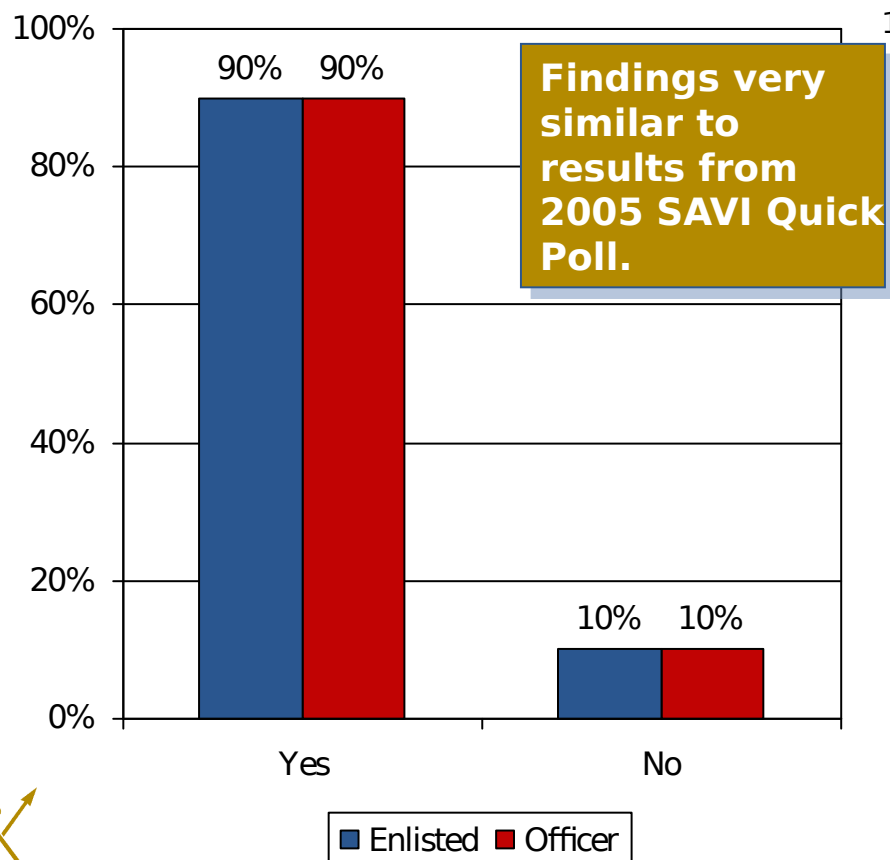


Percent "Agree"/"Strongly Agree"		
	Enlisted 2005	Officer 2005
FFSC services contribute to my readiness.	48%	49%
FFSC services contribute to unit cohesion.	49%	51%
FFSC services help me manage stress.	40%	38%
FFSC services are a benefit I consider when deciding whether to remain in the Navy.	36%	34%
FFSC services family support programs that allow me to be more productive at work.	36%	34%
FFSC services help my child(ren) adjust to military life.	40%	39%
Contributions to Outcomes Section		

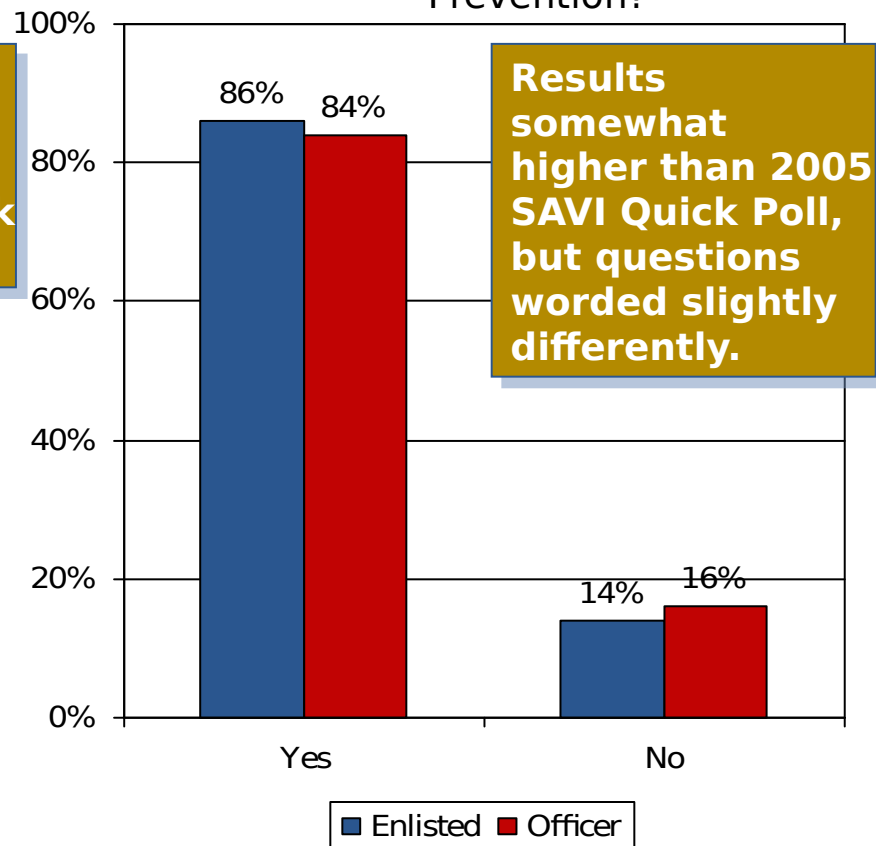


SAVI

Prior to taking this survey, had you heard of the Navy Sexual Assault Victim Intervention (SAVI) program?



In the past year, have you attended a GMT on Sexual Assault Awareness and Prevention?



FFSC Survey: Respondents Providing Comments



- Slightly more than 40% of all Sailors provided comments
 - Less than MWR (about 2/3 commented)
- Overall, 68% of all comments were positive (“Like most”) and 32% were negative (“Like Least”)
 - Very close to percentages from MWR 2005 Survey



Distribution of Comments

More Positive than Negative		
	Most liked	Least liked
Kudos/Critiques	41%	21%
Programs/Activities	28%	11%
Employees/Customer Service	15%	13%
Costs/Money	2%	2%

More Negative than Positive		
	Most liked	Least liked
Hours/Access/Location	8%	24%
Publicity	1%	15%
Miscellaneous	0%	6%
Age/Rank/Family	3%	5%
Facilities/Equipment	1%	3%



Kudos/Critiques

- Category includes general kudos and complaints about FFSC
- Most common positive comment; second most common negative
 - Most common positive - That FFSC is a valuable resource for information, support, and help

When you need the programs...it is nice to know that it is there for you or for your sailors - male, W2-O3/O3E
Most common negatives - Confidentiality concerns/Involvement of leadership and General comments about services
You never know when you need them but they are there when you do need them. - female, E7-E9

They are always there to help you...the programs are very helpful. - male, E1-E3

You have yet to recognize that one size does not fit all with respect to the programs and assistance you offer. - male, W2-O3/O3E

Not enough classes. - male, E7-E9

For serious situations they still have to report to the Chain of Command and because of that service members will not bring up some issues that they may have a problem with because of fear of it damaging their career. - male, W2-O3/O3E



Hours/Access/Parking

- Category includes comments about convenience of facilities/services
- Most common negative, more negative than positive comments
 - Most common negative responses were about the hours facilities were open/scheduling; most common positive was about location. (Same as for MWR)

They work around your schedule. They accommodate you while on deployment. - female, E4-E6

The times the programs are offered are not optimal. Most of the programs are offered in the middle of the workday. - male, O4-O6

They take time usually during the workday or training time that my other Sailors have to fill in the gaps while we send people to programs like anger management or other services that we use to try and help sailors. - male, E4-E6

I wish they were open 24 hours a day for the Sailors that work night and mid check. - female, E1-E3



FFSC Survey: Summary



- Baseline FFSC Survey successfully administered; findings about individual programs and the FFSC program overall are generally positive
- Over 1/3 of respondents rate their current levels of work life stress to be more than usual while almost 1/3 rate their personal life stress to be more than usual
- The largest concern for enlisted while away is the family's ability to contact them; for officers, the largest concern is their child's education followed by the family's ability to contact them



FFSC Survey: Summary (cont.)

- Of those deployed, most receive support services prior to and after deployment, and most consider those services to be helpful
- The FFSC programs rated most important were Transition Assistance Program, Relocation Assistance, and Information and Referral
- The most used FFSC programs are Information and Referral, Personal Financial Management Program, and Relocation Assistance program
- About 2/3 are satisfied with FFSC programs and about 3/4 would recommend them to others; over 1/2 say that FFSC programs improve QOL for them and their families



FFSC Survey: Summary (cont.)

- Nearly 1/2 indicate that FFSC programs contribute to their readiness; over 1/3 say they are a benefit they consider when deciding to stay in the Navy
- 90% had heard of SAVI and about 85% had attended a Sexual Assault and Prevention GMT in the past year
- About 1/2 had heard of Navy OneSource; among those who had heard of it, about 1/5 had used it in past year and about 2/3 were satisfied (backup slides)

